

## **TennCare Managed Care Program Manager 2**

**Status:** *Executive Service*

Agency: Division of TennCare, Eligibility Division

### **Note\*:**

An Executive Service employee serves at the pleasure of the Appointing Authority. As such, if conditions arise such as work curtailment or unavailability, sub-standard work performance, poor attendance or conduct, termination of employment may occur. Further, individuals hired into this open position will not have a right to appeal, or standards for the application of disciplinary procedures applying to regularly appointed employees that have achieved career status do not apply to executive service appointed employees.

### **Job Description:**

The Division of TennCare is seeking a Managed Care Program Manager 2 in the TennCare Eligibility Appeals organization within the Division of Member Services. The Managed Care Program Manager 2 will be responsible for managing a team of Program Coordinators. The Managed Care Program Manager 2 will also be responsible for providing support and guidance to the Program Coordinators on matters relating to Medicaid rules, regulations, policies and procedures. The Managed Care Program Manager 2 will monitor, audit and provide guidance to the Program Coordinators on the quality and performance of the Program Coordinators workload. Additionally, the Managed Care Program Manager 2 will ensure that the Program Coordinators provide excellent customer service to both internal and external stakeholders. Finally, the Managed Care Program Manager 2 will also work collaboratively and proactively with the TennCare Eligibility Director to identify areas of concern and create continuous quality and process improvement plans.

### **Qualifications:**

- Graduation from an accredited college or university with a bachelor's degree and experience equivalent to four years of professional level experience interpreting policy or procedural provisions for a TennCare, Medicaid, Managed Care, or other related health insurance organization, of which two years must include supervising professional staff who deal with health insurance.
- Ability to adapt to changing priorities and deadlines
- Ability to foster and maintain cohesive working relationships
- Ability to interpret and execute policies and procedures
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required

**Job Location:** Nashville, Tennessee

**How to Apply:** Qualified candidates should send their resumes along with a cover letter to [Michelle.Nulty@tn.gov](mailto:Michelle.Nulty@tn.gov)